



# **UNIVERSITI TEKNOLOGI MARA SARAWAK**

## **MASTER OF BUSINESS ADMINISTRATION**

### **Applied Business Research**

**Job Stressors, Organization Climate, Job Stress, Job Satisfaction and  
Intention to Leave: A Case of The Commission of The City of Kuching  
(DBKU), Sarawak.**

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## TABLE OF CONTENTS

	PARTICULARS	PAGE
	Letters of Transmittal	i
	Declaration	ii
	Acknowledgement-Carolin Ann Enchas	iii
	Acknowledgement-Shandra Shendy	iv
	Abstract	v-vi
<b>CHAPTER 1</b>	<b>INTRODUCTION</b>	
1.1	Definition of Local Authority	1-2
1.2	Background of DBKU	2-3
1.3	Background of Study	4
1.4	Problem Statement	5-6
1.5	Research Objectives	7-8
1.6	Conceptual Framework	8
1.7	Scope of the Study	9
1.8	Significance of Study	9-10
1.9	Definition of Terms	10-12
<b>CHAPTER 2</b>	<b>LITERATURE REVIEW AND RESEARCH FRAMEWORK</b>	
2.0	Introduction	13
2.1	Background of the Research Area	13-14
2.2	Job Stressors	14-15
2.3	Role Stress	15-17
	2.3.1 Role Conflict	
	2.3.2 Role Ambiguity	
	2.3.3 Work Overload	
2.4	Organizational Climate	17-18
2.5	Demographic Variables	18-19
2.6	Job Satisfaction	20
2.7	Intention to Leave	21
2.8	The relation Between Job Stressors, Organizational Climate, Job Stress, Job Satisfaction and Intention to Leave	21-22
2.9	Research Framework and Research Questions	23-25

## LETTER OF TRANSMITTAL

Masters of Business Administration  
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8<sup>th</sup> February 2012

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### **APPLIED BUSINESS RESEARCH**

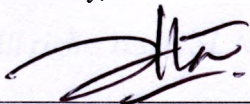
With great pleasure we would like to submit our research paper entitled “Job Stressors, Organization Climate, Job Stress, Job Satisfaction and Intention to leave: A Case study of The Commission of The City of Kuching (DBKU), Sarawak”.

With this submission, we fulfill the requirement for the completion of Master of Business Administration (MBA) program.

We would like to take this opportunity to express our sincere gratitude and appreciation for your guidance and constructive comments rendered to us throughout the preparation on this paper.

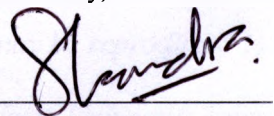
Thank you.

Yours truly,



CAROLIN ANN ENCHAS  
2009782325

Yours truly,



SHANDRA SHENDY  
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## ABSTRACT

**Purpose** – The purpose of this study is to find out the level of the components of job stressors, components of organization climate, as well as the level of job stress, job satisfaction and intention to leave among the DBKU in Kuching. Sample populations are the employees of DBKU in Kuching from various positions in 25 divisions. The components of job stressors are role conflict, role ambiguity and work overload. Meanwhile the components of organization climate consist of participation and reward recognition, organization design, teamwork and culture.

**Design/Methodology/Approach** – The study used questionnaires to collect data which included unstructured face to face interview. The questionnaire is divided into 5 sections: Job stressors, organization climate, job stress, job satisfaction and intention to leave. Job stressors were measured three aspects which are role conflict (5 items), role ambiguity (6 items) and work overload (6 items) and organization climate were used to measure participation and reward recognition (6 items), organization design (4 items), teamwork (4 items) and culture (5 items).

**Findings** – The findings shows that the employees of DBKU have experienced work overload and moderate high level of role conflict and role ambiguity. Studies also revealed that participation and reward recognition at moderate low level, moderate high level for organization design, teamwork and culture respectively. The employees in the DBKU also experienced job stress. The management should take note about this matter in order to prevent the problem become serious. Besides that, the study also revealed that the job satisfaction is at moderate high level and intention to leave at moderate low level.

**Originality/Value** – This study is important for the management to figure out which factors that could contribute to stress at work by better understanding the influence of job stressors, components of organization climate to employees job stress, job satisfaction and intention to leave. The results are useful to the management in order for better understanding the influence of job stressors and organization climate to employees' job stress, job satisfaction and intention to leave from the organization.

It suggested that further study should be undertaken on the impact of job stress to the employees and also investigates which divisions have higher level of stress. The organization climate survey also can be done in order to assess the working environment in the organization.

**Keywords** –Role Conflict, Role Ambiguity, Work Overload, Participation and Reward Recognition, Organization Design, Teamwork, Culture, Job Stress, Job Satisfaction and Intention to Leave, DBKU Sarawak.

**Paper Type** – Research paper